

Vacancy Announcement Number 08-0096

Position: 101133 American Citizen Services Assistant/Cashier –
FSN-8, FP-6*
Open to: All interested Candidates
Opening Date: October 23, 2008 **Closing Date:** November 07, 2008
Work Hours: Full-time: 40 hours per week
Position Grade: Ordinarily Resident: FSN-8 (RUB 595,762+bonus RUB 25,800
p.a. - starting salary)
AEFM/MOH/NOR: FP-6 (position grade to be confirmed by
Washington)

NOTE: ALL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMITS (TEMPORARY OR PERMANENT) TO BE ELIGIBLE FOR CONSIDERATION. NON-RESIDENT APPLICANTS MUST PROVIDE DOCUMENTATION WITH THEIR APPLICATION THAT DEMONSTRATE THAT THEY HAVE THE RIGHT TO LEGALLY LIVE AND WORK IN THE RUSSIAN FEDERATION.

The U.S. Embassy in Moscow is seeking an individual for the position of the American Citizen Services Assistant/Cashier in the Consular Section.

BASIC FUNCTION OF THE POSITION

Performs two functions in the ACS office. In fulfillment of a core Mission and Department objective, the incumbent serves as Citizen Services Assistant providing full range of services to American citizens in the Consular district. The incumbent responds to requests for routine services but a significant amount of his/her time is spent handling multiple cases that require considerable time, analysis and research in their resolution. The incumbent actively and independently resolves issues or works with a Consular Officer when appropriate. The incumbent also serves as the Unit cashier for all fee collection and reconciliation.
(A copy of the complete position description listing all duties and responsibilities is available in the HR Office. Contact Irina Kamenskaya, 728 5000 ext. 4693)

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item – this is in addition to sending a CV/Resume. Please see steps on how to apply below.

1. Completion of secondary school is required.
2. At least 2 years of successful work providing customer service is required.
3. Language – level IV (fluent knowledge) and Russian language – level IV (fluent) are required. Will be tested.
4. Must be familiar with principles of customer service and their practice.
5. Must possess very strong interpersonal skills, the ability to work decisively and independently, strong communication skills in Russian and English, good judgment, patience, tolerance of uncomfortable work and travel conditions, and professionalism in dealing with even frustrating, irrational, and/or hostile clients. Must write in English at a working level in order to correspond with Americans by e-mail and draft cables and correspondence for review by a Consular officer.

SELECTION PROCESS

When equally qualified, Appointment Eligible Family Members and those with U.S. Veterans preference will be given hiring priority consideration. Therefore, it is essential that all candidates **address the required qualifications** above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget and visa status in determining successful candidacy
2. Current employees serving a probationary period are not eligible to apply.
3. Must be able to obtain and hold a security clearance.
4. Currently employed US Citizen EFMs, who hold a FMA appointment, and currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

5. AEFMs and FM/MOHs on the travel orders of a Foreign Service, Civil Service, or Military Officer permanently assigned to post and under Chief of Mission authority are not required to obtain work permits or visas for employment within a U.S. Foreign Service post in Russia.
6. Under the Russian law on citizenship, dual citizenship is not recognized by the Government of Russia (GOR) unless a bilateral agreement exists; one does not exist between the GOR and the USG. (Bilateral agreements on dual nationality do exist between Russia and Tajikistan) Employees and/or Appointment Eligible Family Members (AEFMs) who may have dual citizenship should advise the Human Resources Office before applying for any jobs at the Embassy or at the Consulates General.

TO APPLY

- To be considered for a certain position all interested candidates should proceed as follows:

- A. Indicate the position you are applying for.
- B. Submit the following documents in English. For positions required level II (limited) English proficiency resume may be submitted in English or Russian:
 - Application for Federal Employment (SF-171 or OF-612); or
 - A current resume that addresses the qualifications for skills and abilities. In order to be considered, applicants must address each and every one of the required qualifications in this announcement and may submit a narrative statement on separate page with specific responses to each qualification.
 - Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
 - Documentation (essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Human Resources Office

Fax: 7-095-728 5105; Email: moscowhr@state.gov

Preferred way of sending resumes is on-line.

POINT OF CONTACT

Irina Kamenskaya, Phone: 728 5000 ext. 4693

DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:
 - US citizen;
 - Spouse or dependent who is at least age 18;
 - Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
 - Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
 - Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.
2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFM's and EFM's of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: November 07, 2008

The US Mission in Russia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.